

CHUCK E. FOCUS

- Celebrate Accomplishments - Share Knowledge - Spread Culture -

Company Wide Sales Growth

Restaurant	2018	2019	YOY%
Hickory, NC #382	\$9,563	\$21,088	120.5%
Pineville, NC #064	\$18,008	\$30,692	70.4%
Gastonia, NC #635	\$14,564	\$24,671	69.4%
Johnson City, TN #663	\$10,660	\$17,867	67.6%
Asheville, NC #638	\$10,415	\$17,414	67.2%
Charlotte, NC #039	\$10,827	\$16,900	56.1%
Amarillo, TX #937	\$11,169	\$17,408	55.9%
West Windsor, NJ #510	\$13,693	\$20,408	49.0%
Langley, BC #847	\$27,948	\$41,570	48.7%
Richmond, VA #652	\$26,708	\$39,707	48.7%

District Sales Growth

District	Region	WTD%
Hashem Saadat	Southeast	29.2%
Patty Cedillo	Western	16.2%
Todd Bell	Western	16.0%
Cindy Light	Western	15.4%
Adam Shafran	Western	12.6%
Tim Kerum	Western	12.2%
Steve Charlebois	Western	11.8%
Susan Jensen	Northeast	11.0%
Anthony Chapa	Southeast	10.9%
Jim Hamblen	Southeast	7.0%

Birthday Sales Growth

Restaurant	2018	2019	WTD%
Ann Arbor, MI #334	16.9%	36.7%	19.8%
Quail Springs, OK #892	20.0%	39.1%	19.2%
Bel Air, MD #502	22.6%	41.7%	19.1%
Edina, MN #797	22.3%	40.3%	18.0%
Rockville, MD #531	24.1%	41.7%	17.6%
Naples, FL #778	17.1%	34.6%	17.6%
King of Prussia, PA #543	34.5%	50.8%	16.3%
W Palm Beach, FL #777	16.8%	33.0%	16.2%
Lincoln, NB #568	18.9%	35.0%	16.1%
Amarillo, TX #937	12.3%	28.2%	16.0%

Tesser Remodels Sales Growth

Restaurant	2018	2019	YOY%
Lubbock, TX #933	\$10,571	\$20,349	92.5%
Greenville, SC #968	\$18,320	\$27,807	51.8%
N. Little Rock, AR #304	\$19,233	\$27,981	45.5%
Lexington, KY #963	\$13,959	\$20,015	43.4%
Fort Smith, AR #301	\$18,584	\$24,338	31.0%
El Paso, TX #852	\$20,176	\$26,342	30.6%
Vista, CA #784	\$22,253	\$28,545	28.3%
Fairview Hts, MO #916	\$18,686	\$23,501	25.8%
Killeen, TX #732	\$28,756	\$36,125	25.6%
Batavia, IL #349	\$21,677	\$27,210	25.5%

Diamond Pin Earner

We are excited to announce yet another Diamond Pin Earner, this one coming from Susan Jensen's district - Sadiya Ahmed! Sadiya is amazing at everything she does from start to finish, and you will always find her with a smile on her face. She is always keeping the guests happy, and the birthday star is always her main focus to ensure they have the best birthday party ever. Thank you Sadiya for all you do, you have definately deserved your Diamond Pin!

~ Sadiya was excellent, she was very professional and kind. She made sure the party went smoothly. My son felt comfortable quickly with her as she was very kid-friendly and very kind to our guests. They were impressed with how well the party went, thanks to her. She offered various options for us to choose from in the event we needed to add any items to our scheduled party without overbearing. She was very attentive and truly was an amazing hostess with exceptional guest service skilols. Thank you for having her be our hostess. We will definitely recommend Chuck E. Cheese to other families and Sadiya. ~

~ We loved our experience there. Sadiya was our hostess and she did a beautiful job. She took care of everything and just wanted me to have a good time at the party. She was accommodating and provided excellent guest service. I was having my twin's birthday party there and I can be a demanding guest. She handled it beautifully and was very professional. Sadiya is gracious and always has a smile on her face. She kept us on schedule to ensure we had the birthday stars and majority of the party attendees there to see the mascot, the ginging, and the pictures. It was nice. She also kept us on schedule with the ticket blaster. She was really sweet. If we were to have another party there, I would want her to be our hostess.



Western Region
Ellisville, MO #947
RVP Jim Brawley
DM Todd Bell



MILESTONES-

- Reach and Achieve -

Dane Julian ~ 342

Kayla Owens ~ 621

Bella Garcia ~ 774

Cheryl Case ~ 783

Reece Blansit ~ 969

Michelle Ford ~ 733
General Manager

Jay Lawson
Tech Manager #103
15 Years

15+

Elva Colio
General Manager #451
20 Years

Emma Pion

Team Attleboro, MA #464
Richard Balboni, DM

~ Great service, Emma was very helpful and answered all of our questions. Would do this experience again! ~



Michael Severino

Team Attleboro, MA #464
Richard Balboni, DM

~ Michael was an outstanding party host! He has so much patience and was a complete saint during the entire party. Thank you Michael! ~



Sade Webb

Team Attleboro, MA #464
Richard Balboni, DM

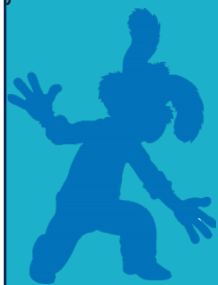
~ Our hostess was great with the kids. No fake smiles. ~



DEAR CHUCK E...

- You're the BEST! -

Today we celebrated my son's birthday at the Fort Wayne, IN location from 11-1. Zachariah was our main host and we also had another Party Server assigned to our party. This team was phenomenal, they deserve some feedback and recognition. Our party was well taken care of and we truly enjoyed our experience for the first time there. Most of all the guest service took the high award, we were greeted with smiles, friendly attitudes, and care. Please recognize these Party Servers on a job well done. Thank you!



Southeast
Ft. Wayne, IN #946
RVP Bill Eich
DM Michele Beavan
GM Donald Smith
Party Server Zachariah

Thank you so much Karla and Miracle for making my daughter's birthday so special. I ordered a birthday cake and Chuck E. brought it out to us. It brightened her day and mine to see her smile! truly appreciate the time you guys put forward. This is my second review for this day but I can't help but think about the awesome team that made my baby's day.



Northeast
Waterbury, CT #463
RVP Chris Kelly
DM Rick Balboni
GM Mary Ann Demichele
Cast Members Karla and Miracle

I have been enjoying going to Chuck E. Cheese since I was a little kid over 30 years ago. I still enjoy going and now have the opportunity to share with my 4 year old all the things I loved about it then now. I just wanted to say that you are doing such a great job with this company and I look forward to one day being able to take my grandchildren.



Western
Rancho Cucamonga, CA #419
RVP Jim Brawley
AD Arshad Khan
GM Elisa Castaneda

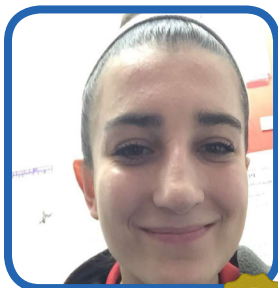
Let's give a big round of applause for Rick Balboni's next Sapphire Pin Earner, Miracle Stewart! Miracle joined the Chuck E. family 1 year ago and does an AMAZING job hosting birthday parties. She loves giving the birthday star and their parents a magical experience which is her #1 priority. Amazing job Miracle on all your accomplishments, your Sapphire Pin is very much deserved!

~ Miracle was a great party host. She made my daughter feel so special.

Maryann was very accommodating as well. ~

~ Miracle was an amazing host. Very funny & friendly welcoming my family & I with open arms. Everyone had a great time. ~

~ Miracle did such an amazing job! We had a great time. Thanks again! ~



Congratulations to Jim Hamblen's team as they celebrate their next Sapphire Pin earner, Rachel Madge! Rachel is an AMAZING party server, and her guests have the compliments to back up that statement! She is always spending time with the birthday star, interacting with them and making sure they are having the time of their life. Thank you for all you do Rachel, your Sapphire Pin is very much deserved!

~ Loved everything and the service, it was great. Likely will request to come again. ~

~ Everything was taken care of, and we didn't have to worry about anything. Our server, Rachel, kept the experience moving along on time, and made sure that the kids got everything they needed from pizza to cake. It's an easy, worry-free experience for parents. ~

~ Everything! We had no worries. Everything was taken care of, thanks Rachel! ~



THE MORE YOU KNOW...

Learning & Development

Barcode Scanners

We have an exciting new addition coming to your front counter.

All registers in all restaurants will be adding a new barcode scanner!

The addition of this scanner is exciting because of the huge possibilities that it opens us up to; things such as single use coupons, scanning in loyalty information, (we are just scratching the surface!)

Please refer to the communication sent out by L&D for all the exciting information and details regarding these scanners.

For technical issues and questions on the scanners, please submit an SSP Ticket

For any other questions, please reach out to learning@cecentertainment.com



Risk Management

Ticket Redemption Policy and Procedures

Our guests always come first!

We do have ticket munchers for our guests to use to redeem their ticket winnings, but we can offer alternatives to guests if they feel uncomfortable or are unable to use the munchers for any reason.

What should you do if this happens?

Offer to take their tickets and put them through the muncher for them.

Always remember,

EVERY GUEST LEAVES HAPPY!



Learning & Development

Ultimate Birthday Party Package

Next week, we are rolling out a one-stop shop, the Ultimate Super Star Birthday Package, that will combine the best parts of the Mega Super Star Package with pizza for the adults...

Oh! and **More Tickets!**

The Ultimate Package is a great value sell to offer guests who want the very best and/or are already planning to buy adult pizzas.

Please review the emmo sent from L&D about the details for this package.

Birthday job aids are in production and will be sent to all restaurants on Friday, December 20th.

Audit

TIP OF THE WEEK

Minor Labor Laws:

Please ensure that all employees who are minors don't work over their maximum daily and weekly hours, days per week, and time of day.

Minors must have a permit to work, if the state you are in requires it by law.

For questions regarding your state's labor laws, please reach out to your Regional HR Rep.



Learning & Development

Manager Points

Recent audit of the 'Manager Point' button on the POS continues to fluctuate week to week, and some of that usage has little to no documentation or justification for it.

To help everyone be as successful as possible, we wanted to take a few moments to review the purpose of the Manager Points button, ways to limit the button from being used/abused, and if it does need to be used, the paperwork and auditing requirements.

If you have any questions, please reach out to your Regional L&D Manager



THE MORE YOU KNOW...

Stocking Stuffer Sales Contest



Our Holiday Sales Contest is currently underway, check out our leaders board so far!

Note: Not all districts are listed below; 3 districts will randomly be chosen each week to feature in the Focus for their current rankings.

Northeast

Shawna Vazquez

1. Ciera Otero #516
2. Kayla Hickey #646

Dan Bessemer

1. Tequan Sessoms #533
2. Angelica Hoover #449

Mike Svoboda

1. Kayla Matthews #092
2. Jocelynn Mercedes #502

Southeast

Hashem Saadat

1. Cheraeya Tucker #387
2. Mariana Lemus #382

Anthony Chapa

1. Chloe Holder #890
2. Kristyona Shannon #888

Bill Pressel

1. Ielanie Guerrero #853
2. Shyanna Graham #581

Western

Patty Cedillo

1. Rafael Cisneros #443
2. Jessica Trujillo #441

Tim Kerum

1. Lucy Portillo #785
2. Jatyaua Newburn #406

John Chudzinski

1. Gracey Olson #558
2. Alissa Anderson #120

NE Regional Rankings:

1. New Hartford, NY #646
2. Johnstown, PA #534
3. Altoona, PA #449

SE Regional Rankings:

1. Naples, FL #778
2. Kokomo, IN #341
3. Spartanburg, SC #383

West Regional Rankings:

1. Regina, SK #872
2. Columbia, MO #748
3. Whitby, ON #833

Company Wide Rankings:

1. New Hartford, NY #646
2. Johnstown, PA #534
3. Altoona, PA #449

Managers of the Quarter

Congratulations to all of the Southeast Region Q3 Award Winners!



Frank Ramirez ~
People Developer



Jim Hamblen ~
Profit Controller (tie)



Louis Vilsaint
#117 Kennesaw, GA
Q3 Training GM
of the Quarter



Michele Beavan ~
Profit Controller (tie)



Bill Pressel ~
DM/AD of the Year



Bill Pressel ~
Sales Driver



THE MORE YOU KNOW...

My Favorite Fun Contest

Perfect 10 Kitchen Contest Photo Worthy Chuck E. Interaction Contest

Thank you to everyone for their participation in the Perfect 10 and Photo Worthy Contests.

We had some great submissions, so thank you!

Congratulations to the following restaurants and individual winners!



Perfect 10 District Winners

Prize: Chef's Apprentice Pins!



Dan Bessemer: Greensburg, PA #763
Joe Ramos: Peoria, IL #360
Mike Svoboda: Catonsville, MD #412
Shawna Vazquez: Erie, PA #536
Susan Jensen: Winchester, VA #119
Troy Watring: Streamwood, IL #059
Adam Shafran: San Bruno, CA #444
Cindy Light: Diamond Bar, CA #409
Steve Charlebois: Valencia, CA #355
Tim Kerum: Phoenix, AZ #621

Patty Cedillo: Escondido, CA #788
Louis Deignan: El Paso, TX #866
Frank Cassar: Mississauga, ON #844
Todd Bell: Rogers, AR #669
Denny Sanders: Davenport, IA #957
John Chudzinski: Colorado Springs, CO #662
Caleb Minton: Cordova, TN #563
Anthony Chapa: Towne South, OK #888
Daniel Smoote: Webster, TX #592
Frank Ramirez: College Station, TX #577
Hashem Saadat: Concord, NC #381

Jim Hamblen: Madison, TN #068
Kelli Kasper: Hulen, TX #595
Michele Beavan: Ft. Wayne, IN #946
Nestor Rivera: Charleston, SC #966
Pete Panunzi: North Miami, FL #435
Joe Ramos: Kennesaw, GA #117
Bill Pressel: Weslaco, TX #862
Brian Pitre: Lafayette, LA #715
Eric Bargas: Rockwall, TX #038
Seneca: Brandon, FL #420
Gray Robinson



Northeast

Catonsville, MD #412
Kitchen AOI Kayla Meyers
Cast Member Vincent Ebb

Southeast

Lafayette, LA #715
Kitchen AOI Daniel Crawford



Western

Mississauga, ON #844
Cast Member Zainab Habeeb

Perfect 10 Grand Prize Winner:

Prize: Participation in the next SMTS creation photo shoot!

Southeast

Lafayette, LA #715
Daniel Crawford



Photo Worthy District Winners:

Prize: Star of the Show Pins!



Adam Shafran
Wayne Casey
Cindy Light
Steve Charlebois
Tim Kerum
Patty Cedillo
Louis Deignan
Frank Cassar
Todd Bell
Denny Sanders

San Bruno, CA #444
Citrus Heights, CA #329
Carson, CA #462
Glendale, CA #634
Phoenix, AZ #621
Escondido, CA #788
El Paso, TX #852
Whitby, ON #833
Rogers, AR #669
Des Moines, IA #958

John Chudzinski
Nestor Rivera
Kelli Kasper
Bill Pressel
Jim Hamblen
Seneca Gray Robinson
Joe Risnear
Rick Balboni
Shawna Vazquez
Dan Bessemer

Layton, UT #114
Sumter, SC #657
White Settlement, TX #090
Harlingen, TX #864
Asheville, NC #638
West Orlando, FL #719
Kennesaw, GA #117
Methuen, MA #752
Greece, NY #839
Altoona, PA #449

Photo Worthy Regional Winners:

Prize: Participation in the next Training Video!

Northeast

Altoona, PA #449
Shaun Murray
Jamie Kivitz

Southeast

Kennesaw, GA #117
Dave Potts

Western

Whitby, ON #833
Braeden Costanzo



CAREER GROWTH OPPORTUNITIES

General Manager

Gilroy, CA	373
Norwalk, CA	423
Orange, CA	785
Lakeland, FL	426
Boca Raton, FL	682
Athens, GA	612
Boise, ID	959
Baton Rouge, LA	767
Oklahoma City S, OK	888
Greenville, SC	968

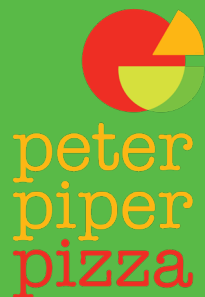
Tech Manager

Mobile, AL	560	Ann Arbor, MI	334
Salinas, CA	318	Brick, NJ	500
San Jose, CA	404	Mayfield Heights, OH	547
San Bruno, CA	444	Lima, OH	754
Cupertino, CA	786	White Settlement, TX	090
Kendall, FL	438	Victoria, TX	581
Danvers, MA	478		

District Level

District Technical Manager

Edina, MN #797
Kennesaw, GA #117



Peter Piper Pizza

Golf Course, NM #1247
Chandler, AZ #1216
Gilbert, AZ #1283
Casa Grande, AZ #1285

General Manager
Tech Manager
Tech Manager
Tech Manager

To view all open Chuck E. Cheese positions, visit www.chuckecheese.com/careers

To view all open Peter Piper Pizza positions, visit <http://www.peterpipercareers.com/search-jobs.html>

